JOB DESCRIPTION

POST TITLE	:	Network Services Co-Ordinator
LOCATION	:	On Site Delivery
SCALE	:	Support Scale
SALARY	:	Up to £27,480
RESPONSIBLE TO	:	Network Services and Cyber Security Manager
CLOSING DATE	:	12.00pm Monday 22 September 2025
INTERVIEW DATE	:	Tuesday 2 October 2025

Main Purpose of the Post

To ensure the data within the IT team is up to date, including asset management. To coordinate and support staff in their day-to-day activities, lead training-based projects, and deliver and continue to support technological advancements for ALS (additional learning support) and ESOL (English for speakers of other languages).

1. Data Management
- To keep all IT asset management databases up to date.
- To ensure data accuracy and integrity across the IT systems.

2. Staff Coordination and Support
- To provide coordination and support to IT staff in their daily tasks.
- To ensure effective communication and collaboration within the IT team and across other departments.

3. Training and Development
- To lead and manage IT training projects for staff.
- To develop and deliver training programs to enhance staff IT skills.
- To ensure that training materials and resources are up to date and relevant.
- To map business processes and suggest/implement automation to create efficiencies across the college.

4. Technological Advancements
- To support and promote the use of advanced technologies in ALS and ESOL.
- To collaborate with relevant departments to integrate new technological solutions.
- To provide ongoing support and updates for implemented technologies.

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- To look at new ways to support students who have fewer advantages/ opportunities to access education using technology.
- To build and manage AI platforms within college and provide sufficient training to all staff.

Other Duties
- To ensure appropriate records are kept facilitating an efficient and cost-effective IT service.
- To comply with the policies and procedures of the College and the IT department.
- To effectively use the ticket-tracking system to avoid duplication of work within the team.
- To assure full compliance with the College's key policies, notably Equal Opportunities and Health and Safety.
- To support the IT manager and the IT leads where appropriate and reasonable.
- To carry out such duties as the Principal may reasonably require.

NOTES:

The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Changes outside this description will only be made after consultation with the object of reaching agreement, with the person concerned, and will be recorded on the individual's job description. If however after consultation, the person concerned were not in agreement with the proposed change, then they would be able to use the grievance procedure.

LOCATION:

The job is initially located on the College's main site. However from time to time the post holder will be required to work on different duties, or in any other jobs, within his/her competence, such jobs being in his/her present or any other location as may be deemed appropriate. In all cases regard will be paid to the qualifications, experience, current duties and responsibilities and personal circumstances of the post holder.

HOURS: 37

The distribution of hours will be determined by agreement based on the needs of the College. These hours may change periodically, and a flexible approach to working hours is required occasionally outside of the standard hours.

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PERSON SPECIFICATION

POST: **Network Services Co-Ordinator**

DIVISION: **Network Services**

QUALIFICATIONS		Essential(E)/ Desirable(D)	To be identified by:
1	Degree or equivalent	D	Application form
2	Relevant current IT qualification/certification	D	Application form

EXPERIENCE

1	Recent experience in IT support in a Microsoft Windows environment	E	Application form
2	Experience of providing IT support on the Apple Macintosh platform	E	Application form
3	Experience of working with an industry standard ticket-based helpdesk system	E	Application form
4	Experience working with Microsoft Cloud Technologies e.g. InTune and Azure.	E	Application form
5	Experience working with Google Workspace	D	Application form

KNOWLEDGE/SKILLS

1	Must be reliable and conscientious	E	Interview
2	Must be adaptable and willing to learn new skills	E	Interview
3	Must be prepared to use initiative where necessary	E	Interview
4	Must be able to communicate effectively with staff and students	E	Interview
5	Must be able to work as part of a team	E	Interview
6	Must have an understanding of additional learning support	E	Interview

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PERSONAL

1	Commitment to the delivery of excellent support to our students	E	Interview
2	Excellent communication skills	E	Application form/ Interview
3	Good teamworking skills and commitment to teamworking	E	Application form/ Interview
4	A commitment to ongoing professional development	E	Application form/ Interview
5	Enthusiasm for the role of further education in building and changing lives	E	Application form/ Interview

STANDARD COLLEGE REQUIREMENTS

1	Commitment to College's Single Equality and Health & Safety Policies	E	Interview
2	The College is committed to safeguarding and expects all staff to share that commitment	E	Application form/ Interview/DBS/ References
3	Regular and Reliable Service (the College does not wish to appoint individuals with a high sickness record where there is no underlying medical reason)*	E	References/ Occupational Health Assessment

Note this does not affect any individual's rights under the Equality Act. The College wishes to promote the recruitment of disabled staff and would endeavour to make reasonable adjustments where practical. Disabled applicants who meet the essential criteria will be guaranteed an interview.

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